To extract meaning from open-ended feedback, you need to understand what your employees are saying in context. But surfacing themes, sentiment, and trends in concrete detail across thousands of comments can take weeks of your team’s valuable time.

Glint Narrative Intelligence combines revolutionary AI-for-HR™ technology with modern people science to extract highly relevant topics and sentiment — along with valuable contextual information — from each comment in real time. Our next-generation natural language processing (NLP) engine connects the dots between what your employees say, how they feel about it, and how it relates to engagement and other outcomes.

The result? True understanding that leads to effective action.
Know What’s Top of Mind for Employees
Context starts with knowing what truly matters to your people. Narrative Intelligence synthesizes comment data to instantly pinpoint the issues your employees care about most and show how sentiment and importance evolve over time.

- AI-for-HRTM technology automatically infers sentiment at the question, topic, and keyword level based on content and context
- Volume and sentiment trends illuminate areas of increasing importance for your employees
- Favorability ratings show you how commenters compare with the rest of your respondents

<table>
<thead>
<tr>
<th>Topics</th>
<th>Comments</th>
<th>Change</th>
<th>Positive Sentiment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culture</td>
<td>2,458</td>
<td>+56%</td>
<td>81%</td>
</tr>
<tr>
<td>Customer Focus</td>
<td>1,853</td>
<td>+7%</td>
<td>77%</td>
</tr>
<tr>
<td>Empowerment</td>
<td>683</td>
<td>+5%</td>
<td>70%</td>
</tr>
<tr>
<td>Benefits</td>
<td>543</td>
<td>+2%</td>
<td>52%</td>
</tr>
<tr>
<td>Strategy</td>
<td>523</td>
<td>+32%</td>
<td>49%</td>
</tr>
<tr>
<td>Pay</td>
<td>351</td>
<td>+6%</td>
<td>47%</td>
</tr>
<tr>
<td>Compensation</td>
<td>311</td>
<td>+1%</td>
<td>45%</td>
</tr>
<tr>
<td>Decision-Making</td>
<td>215</td>
<td>+3%</td>
<td>39%</td>
</tr>
</tbody>
</table>

Surface Actionable Themes & Context
Individual comments contain clues to the bigger story. Narrative Intelligence exposes that story by using AI-for-HRTM technology to turn open-ended feedback into concrete and actionable insights.

- Topics provide a thematic understanding of employee feedback by identifying and categorizing underlying patterns in the data based on Glint’s organizational development taxonomy framework
- Connected Topics reveal the context in which themes are expressed by showing you how Topics relate to one another
- Keywords and phrases let you hear how employees talk about Topics and more in their own words by surfacing the most commonly used language
Understand the Impact of Demographics & Outcome Data

Every employee’s perspective is influenced by their personal experiences. Narrative Intelligence reveals the effect of demographics and more by allowing you to view comments by any combination of employee attributes or business outcomes.

- Demographic filters allow you to detect potential biases in sentiment, topics, keywords, and trends
- Outcome filters allow you to view employee comments through the lens of important outcomes such as engagement scores, performance ratings and attrition risk

Glint allows the story to emerge organically in real-time, whether you have hundreds of comments or millions of them.

Take Effective Action on Comment Data

The best ideas for improvement often come from employees themselves. Narrative Intelligence hones in on the most insightful comments and suggestions to help inform initiatives, program investment decisions, action plans and more.

- Prescriptive comments are automatically isolated by AI-for-HR™ technology to help you zero in on employee suggestions, saving you the work of going through every comment
- Filter, search, tag and bookmark comments for quick reference and deeper understanding
- Export comment reports to PDF, presentations, and spreadsheets for easy sharing
Cutting Edge Technology
Glint’s proprietary and cutting-edge machine learning algorithms build on top of a multilevel organizational development taxonomy curated by Glint’s People Science team. Our algorithms and taxonomy continually learn and adapt as new data enters the system and with emerging industry trends.

Industry-Leading Precision
Glint’s algorithms have been trained on millions of responses spanning the entire employee experience, resulting in industry-leading precision (>85%). They are also validated through statistical correlation with business outcomes including engagement, performance, and regrettable attrition.

Works with all Your HR Surveys
Narrative Intelligence is part of the Glint people success platform, which leverages real-time people data to help global organizations increase employee engagement, develop their people, and improve business results.

Not on the Glint Platform? Not to worry. Narrative Intelligence is designed to easily accommodate HR surveys of any type from any platform. If you’d like to learn more about how Narrative Intelligence can work with your HR surveys, request a demo today.